

L Number	Hits	Search Text	DB	Time stamp
1	538	vnc or (virtual near2 network near2 comput\$)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:25
2	5864991	acl or (access control list\$)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:26
4	28931	dynamic near4 control	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:27
5	2	(vnc or (virtual near2 network near2 comput\$)) same (dynamic near4 control)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:29
7	612	herse, conrad?.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:31
8	4924	rekiere, joesph p?.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:33
9	252585	voss, henry l?.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:34
10	257847	(herse, conrad?.in.) or (rekiere, joesph p?.in.) or (voss, henry l?.in.)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:34
11	3	((vnc or (virtual near2 network near2 comput\$)) same (acl or (access control list\$))) and ((herse, conrad?.in.) or (rekiere, joesph p?.in.) or (voss, henry l?.in.))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:35
12	538	@py<=20000324 and (vnc or (virtual near2 network near2 comput\$))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 19:16
13	184	@py<=20000324 and ((vnc or (virtual near2 network near2 comput\$)) same (acl or (access control list\$)))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:41
14	34	(vnc or (virtual near2 network near2 comput\$)) and viewer	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:42
15	120	(vnc or (virtual near2 network near2 comput\$)) and (password or pin)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:43
16	22	((vnc or (virtual near2 network near2 comput\$)) and (password or pin)) and viewer	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/13 18:43

17	34	((vnc or (virtual near2 network near2 comput\$)) and viewer) and (acl or (access control list\$))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM TDB USPAT	2004/03/13 18:59
18	5	("5459780" "5696811" "5790798" "6047060" "6510220").PN.	USPAT;	2004/03/13 19:04
19	0	@py>=20000324 and (vnc or (virtual near2 network near2 comput\$))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM TDB USPAT;	2004/03/13 19:16
20	8	(vnc or (virtual near2 network near2 comput\$)) and ((herse, conrad?.in.) or (rekiere, joesph p?.in.) or (vooss, henry l?.in.))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM TDB USPAT;	2004/03/13 19:17
6	184	(vnc or (virtual near2 network near2 comput\$)) same (acl or (access control list\$))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM TDB	2004/03/13 19:18

function; preparing a report by organizing the received information into a table that lists each of the multiple computers and the corresponding virtual private network attribute received from each of the multiple computers; and displaying the prepared report to a user.

Claims Text - CLTX (11):

10. A method of managing a virtual private network, the method comprising: transmitting a request for tunneling data to multiple computers providing virtual private network tunnels; receiving the requested tunneling data from the multiple computers in response to the request; preparing a report based on the received information, the report being organized into a table that lists the different computers and their corresponding tunneling data; and displaying the prepared report to a user..

(19) United States

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(54) MONITORING A VIRTUAL PRIVATE NETWORK

(21) Appl. No. 09/285,550

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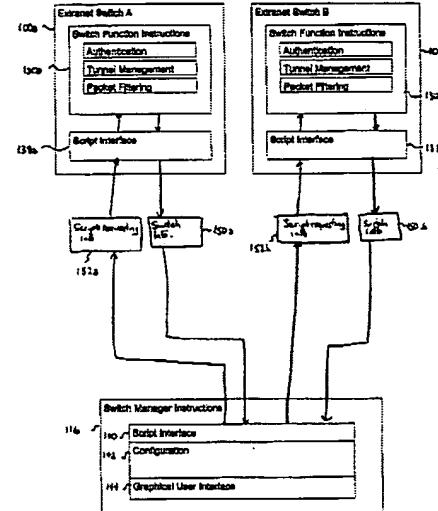
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(57) ABSTRACT

(*) Notice: This is a publication of a continued prosecution application (CPA) filed under 37 CFR 1.33(d).

Managing a virtual private network includes receiving information describing at least one virtual private network attribute from multiple computers providing at least one virtual private network function, preparing a report by organizing the received information into a table that lists each of the multiple computers and the corresponding virtual private network attribute received from each of the multiple computers, and displaying the prepared report to a user.



Courier New

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file management system which evade concentration of access on a server.

SOLUTION: The file management device arranged on a server/client type computer network is equipped with a virtual file management table 103, and virtual file identifiers given uniquely over servers, the server identifiers of the servers stored with respective files, and the file identifiers of the files are grouped and stored corresponding to the respective files. Further, an access request process part 106 is provided; when a specific terminal device makes an access request including a virtual file identifier, a server 101 and a file to be accessed are specified by referring to the virtual file management table 10 and an access request is sent to the specified terminal device.

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01 日本国特許庁 (JP) 02 公開特許公報 (A) 03 特許出願公報番号
特開平11-45203
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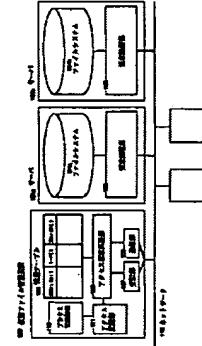
(G) 006F 12/00 545 PI 006F 12/00 545

特許請求 先端請求 特許請求の範囲 01 (全 10 頁)

(1) 出願番号 02000621
平成9-201357
(2) 出願日 平成9年(1997) 7月26日
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04 [発明の名前] ファイル管理装置

(57) 【要約】 (修正有)
【課題】 サーバへのアクセスの集中を避けたための、
仮想ファイル管理システムにおける、アクセス要求処理
の仕組を一元的にかつ効率よく行うファイル管理装置の
提供。
【解決手段】 サーバ/クライアント型のコンピュータ
ネットワーク上に配置されるファイル管理装置において、
仮想ファイル管理テーブル103を設けて、複数の
ファイルの各に対応して、複数のサーバに接続して一元的
に付される仮想ファイル識別子と、上記各のファイルが
格納されているサーバのサーバ識別子と、各のファイル
のファイル識別子との組を一対として格納し、また、ア
クセス要求処理部106を備えて、特定の要求識別より
の上記仮想ファイル識別子をもつアクセス要求があった
ときに、仮想ファイル管理テーブル103を参照して、
アクセスすべきサーバ101とファイルを特定するとと
もに、該特定された対象装置にアクセス要求を出す。



[0212] Manager module 210 also controls user identification and user authentication functions. Passwords, biometrics data, user cards, and/or the like can be stored and verified to secure access to system 200. Manager module 210 can monitor and track each user's access and utilization of system 200.

FIG. 39 illustrates an embodiment of a manager GUI 3900 that enables user activity to be monitored and tracked.

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(17) United States

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(20) Holtz et al. (40) Pub. Date: Apr. 10, 2003

(54) ADVERTISEMENT MANAGEMENT METHOD, SYSTEM, AND COMPUTER PROGRAM PRODUCT

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(21) Appl. No.: 10/247,783

(22) Filing: Sep. 26, 2002

Related U.S. Application Data

(33) Continuation-in-part of application No. 10/103,810, filed on Aug. 1, 2002, which is a continuation-in-part of application No. 09/836,239, filed on Apr. 16, 2001.

(50) Provisional application No. 60/323,328, filed on Sep. 20, 2001. Provisional application No. 60/343,939, filed on Mar. 12, 2002.

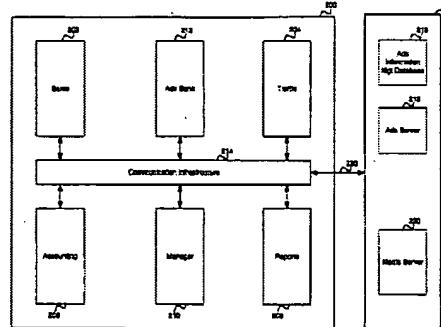
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(51) Int. Cl. G06F 17/80; H04N 7/16; H04N 9/00; H04N 7/02; H04N 7/10

(52) U.S. Cl. 7532; 70314; 723/22

(57) ABSTRACT

A method, system, and computer program product enables automation and control of the sales, management, advertising, reporting, and traffic functions necessary to manage advertisement sales, content management, and administrative processes for media production environments, including, but not limited to, broadcast television, radio and webcasting stations, and newspapers. The advertisement management and advertisement system operates on a PC platform and provides a user interface to connect to local area networks, wide area networks, and the Internet, including both wired and wireless appliances. Distribution and tracking is enabled for both local and national advertisement and content management, whereby data, advertisements, content, and reports are packed and pulled from individual nodes (e.g., television stations) to a central network hub or point that feeds and/or gathers data and communicates with the individual nodes. Traditional broadcast methods for over-the-air, DISH, terrestrial cable, wireless, and live Internet advertising are provided, as well as on-demand, interactive and wireless appliances for monitoring and streamlining the sales, management, advertising, reporting, and traffic processes for single and multi-distribution content production environments.





Detailed Description Text - DETX (28):

Virtual Network Computing (henceforth VNC) is a software system described, for example in T. Richardson, Q. Stafford-Fraser, K. R. Wood, "Virtual Network Computing," IEEE Internet Computing, January-February 1998, pp. 33-38. When elements of VNC software are available on a set of computers, even computers of different kinds with different native operating systems, VNC provides access from ones of these computers to the applications, data, and desktop environments of others of these computers. More generally, computers properly conditioned with VNC software, and with access to a network, such as the Internet, can access and operate similarly conditioned remote computer in the same manner as if present at the remote computer. Moreover, whenever a VNC desktop is accessed, its state and configuration (including the position of a cursor) are exactly the same as when it was last accessed. Such access at different times can be by way of different computers with exactly the same result.

Detailed Description Text - DETX (29):

VNC software runs on a wide variety of hardware/software platforms, including Microsoft Windows 3.x/95/98/NT/CE, Linux 2.x for x86, Solaris 2.5 (Sun Sparc workstation), Apple Macintosh, and other generally available platforms. VNC software comprises two principal parts: a viewer for generating a display, and a server for drawing a display on a display device. A viewer

US06650747B1

(12) United States Patent

Bala et al.

(10) Patent No.: US 6,650,747 B1

(43) Date of Patent: Nov. 18, 2003

(54) CONTROL OF MERCHANT APPLICATION BY SYSTEM MONITOR IN VIRTUAL CONTACT CENTER

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days

(21) Appl. No.: 09/490,887

(22) Filed: Jan 27, 2000

Related U.S. Application Data

(63) Continuation-in-part of application No. 09/310,015, filed on May 22, 1999, which is a continuation-in-part of application No. 08/833,518, filed on Sep. 18, 1997, now Pat. No. 6,046,402.

(51) Int. Cl.: H04M 3/00; H04M 5/00; G06F 15/173

(52) U.S. Cl.: 379/253.02; 379/255.04; 379/255.07; 309; 705/224; 223; 317; 370/352

(50) Field of Search: 379/253.02, 255.04, 379/253.07, 266.01, 265.04, 255.03, 255.09, 309; 705/224, 223, 317; 370/352

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6,102,228 B1 1/2000 Becker et al. 379/255.07

Primary Examiner: Benny Tse

(57) ABSTRACT

A virtual contact center (VCC) system includes facilities for full participation by a VCC monitor in a transaction between a customer and a customer service representative (CSR) using virtual network computing (VNC) techniques. A second display system remote from a first computer system secretly views and controls the computing desktop at the first computer.

Thus, one or more virtual contact center monitors can simultaneously view a CSR desktop, including windows containing merchant applications. Moreover, use of VNC programs permits a monitor to directly control the selected display, data entry and interaction with such merchant applications and customize in exactly the same manner, and to the same extent, as a CSR.

22 Claims, 3 Drawing Sheets

